



Eligibility Worker

Department: Social Services

Class Code: 4111

EEO Code: 25

FLSA: N

Effective: 01/12/1994

GENERAL STATEMENT OF DUTIES:

Under general supervision; performs work of moderate difficulty in interviewing individuals and determining their eligibility for public assistance programs; providing information to the public; making appropriate referrals both within the agency and to outside resources; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Interviews individuals and families by telephone and in office, to determine eligibility for assistance; explains and interprets various financial assistance programs, rights and responsibilities; identifies need for other services and refers to appropriate person or outside agency; organizes and schedules work plan and appointments; makes collateral contacts; secures needed verification and related data for processing financial applications; evaluates information and determines eligibility, and the amount of assistance; re-determines eligibility for continuing assistance; completes required forms; inputs client data into system; takes action on ADC monthly reporting forms, VEC and other State forms; writes correspondence and reports to clients, outside agencies and others; maintains records, case files and other pertinent material; reads and interprets policies and regulations; refers suspected cases of fraud to Fraud Worker; provides information on financial assistance programs to the public and other organizations; serves on committees and task forces as requested; may make home visits to collect information; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Good knowledge to the eligibility requirements for social service assistance as outlined by state and federal guidelines, regulations and policies; of agency eligibility guidelines, regulations and policies; of interviewing principles and techniques; of the functions of various assistance agencies and other available community resources. Some knowledge of computer systems.

Working skill in collecting data through personal interviews and oral questioning; in maintaining records and case files; in developing and maintaining effective working relationships with customers.

MINIMUM EDUCATION AND EXPERIENCE:

Completion of the core curriculum for a bachelor's degree in social work, sociology or related field and one year of human services experience; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
